

**Governor's Correspondence Tracking System (GCTS)
RFP # 317.03-108**

**Responses to Written Comments/
RFP Amendment 1**

Item #	Question	Response
	<p>Note: in the questions that follow, any vendor's restatement of the text of the Governor's Correspondence Tracking System (GCTS) RFP is for reference purposes only and shall not be construed to change the original RFP wording.</p>	
1.	<p>In Attachment A of your GCTS Mandatory Technical Requirements, there is the following wording change we noticed between your cancelled RFP and your newly revised RFP:</p> <p>RFP 317.03-105: "Be web server based."</p> <p>RFP 317.03-108: "Be web-based, non-client server."</p> <p>a) Does your new reference to the words "client server" refer to the common meaning of a Windows LAN based rich client connected to a database server, or is it intended to exclude any type of client but a web browser?</p> <p>Our product is web based, but just like many other products (e.g. Windows Media Player, Shockwave, Java, MS-Terminal Server, etc.) it has a self-installing thin client which talks to a server task on your web server (or GCTS server). Just click on a browser link and the thin client installs itself and you are off and running. Our thin client provides browser independence, extra security, encryption, compression, caching, speed, central management, and a number of other useful services to make operation of our system absolutely reliable, secure, fast, and self-updating. More and more vendors are beginning to employ such state-of-the-art technology to get beyond the restrictions and slower speed of standard plain-vanilla HTML technology. We are one of the leaders in this field. In your earlier RFP you didn't exclude such a client. Why would you... there are so many benefits possible. We hope your new RFP wording is not referring to our type of client, but rather the LAN type of client.</p> <p>b) How do we determine whether our specific type of thin client would cause our bid to be disqualified or not?</p>	<p>[a] The State's mandatory requirement as stated in Contract Attachment A excludes any type client except a web browser.</p> <p>[b] The State has detailed its mandatory technical requirements in Contract Attachment A and has restated the requirement in the State's response to this item's question [a] above. These are the State's mandatory requirements.</p>
2.	<p>In Attachment A of your GCTS Mandatory Technical Requirements, there is the following wording change we noticed between your cancelled RFP and your newly revised RFP:</p>	<p>[1] The State's application servers do not have the SENDMAIL binaries installed; therefore the UNIX or Windows SENDMAIL function will not work.</p>

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	<p>RFP 317.03-105: "Be able to send email through the State of Tennessee's existing SMTP email gateway."</p> <p>RFP 317.03-108: "Be able to send email (without using the SENDMAIL function) through the State of Tennessee's existing SMTP email gateway."</p> <p>a) [1] Does your new reference to the words "without using the SENDMAIL function" refer to the standard UNIX SENDMAIL function, or does it refer to some other SENDMAIL function? (The SENDMAIL name is associated with Unix mail programs, Windows mail programs, and Windows internal functions.) Please indicate [2] what mail transfer agent and [3] what mail transfer functionality will be available on the State of Tennessee network for use by the GTCS, and [4] what is the objective of prohibiting SENDMAIL.</p>	<p>[2] Outbound email must pass through the State's SMTP gateway servers currently running SENDMAIL software.</p> <p>[3] The GCTS can use standard coding of SMTP protocol for this functionality.</p> <p>[4] The SENDMAIL function has been disabled on the State's servers to prevent outside spamming agents accessibility.</p>
3.	<p>In section C.6 you say: "The Contractor shall not be compensated for travel time..."</p> <p>In section C.7 you say: "Compensation to the Contractor for travel..."</p> <p>We are confused. Are there any circumstances in which travel and/or accommodations are permitted to be compensated to the Contractor under terms of this contract? What are those circumstances?</p>	<p>The references given seem to refer to the previous version of this RFP (# 317.03-105), which was canceled and replaced by the current RFP (# 317.03-108).</p> <p>The State therefore assumes that the question pertains to the current RFP's Contract Sections C.8 and C.9.</p> <p>In accordance with Contract Section C.9, travel compensation "<u>shall only apply</u> to travel related to the provision of Consulting Services, as defined in Contract Section A.4." The statement in Section C.8 ("The Contractor shall not be compensated for travel time . . .") refers specifically to travel <u>time</u> to reach the State location where the work will be performed. For example, the State will not compensate the Contractor at the Consulting Services hourly rate for the time spent on a plane or in a car reaching the State location where the work will be performed.</p> <p>As stated in Contract Section C.9, the State will compensate the contractor for travel expenses related to Consulting Services in accordance with the "State Comprehensive Travel Regulations." These regulations may be found at the following website:</p> <p>www.state.tn.us/finance/act/policy.html</p>
4.	<p>In Attachment A of your GCTS Mandatory Technical Requirements, you state:</p> <p>13. Integrate with FileNet Content Services version 5.x or higher.</p> <p>Please let us know more about your configuration of FileNet so that we may include appropriate drivers to</p>	<p>[a] A FileNet client will not be required for the GCTS to integrate with the State's installation of FileNet Content Services. The State will provide a web link (URL) which will use the document id stored in GCTS to facilitate retrieval of images.</p> <p>[b] An actual connection to the FileNet server will not be required nor provided for the vendor</p>

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	access and update documents through your system. [a] Is there a technical contact we can work with who is familiar with your specific installation of FileNet and with your preferences of available FileNet clients and DLL's for use within our software. [b] Do you have a local FileNet office or consultant with whom you work for your own support whom we may contact in preparation for demonstrating FileNet interoperability with our product?	demonstrations. A test image on the vendor's system can be used to demonstrate any functionality requiring an image.
5.	I got this RFP, but what is the difference between this one and the one released a few weeks ago?	The differences are too involved to restate in answer to a question. Please read and become familiar with the current RFP # 317.03-108.
6.	<p>In your Pre-Proposal conference, Thursday, July 17, 2003, in response to a question about clarifying the Attachment A GCTS Mandatory Technical Requirements:</p> <p>RFP 317.03-108: "Be web-based, non-client server."</p> <p>Chris Youngblood stated that the reason the words "non-client" were stated in this requirement is that you did not want to require an installation procedure to be necessary on a client workstation and that most users would not have appropriate security to perform installation even if it were attempted.</p> <p>A link to our thin client can be embedded in a web page, is not a browser "plug-in", does not require any change in registry entries, does not require a special installation procedure, does not use the Control Panel Add/Remove process (or anything else in Control Panel), and does not require any special security to run (if you can open a web page, you can open our thin client through the web page).</p> <p>On this basis, we are asking again, [a] is our thin client ruled out? [b] And, if so, why?</p>	<p>[a] See Item # 1 above.</p> <p>[b] Because of variations in the ways a thin client may be used, the State has chosen to exclude the use of any client piece except the web browser.</p>
7.	<p>1. Will Voice Mail Messages be applicable to this RFP?</p> <p>2. If so, will they need to be captured, or will they be transcribed for manual entry?</p>	<p>1. No. Voice mail messages will be handled as phone calls.</p> <p>2. N/A</p>
8.	Is this a budgeted or fully approved and funded project?	This is a funded project. However, the State reserves the right to cancel the RFP (RFP Section 3.21.1) for reasons including, but not limited to, unreasonably high prices or unavailability of funds. Also, the contract is subject to funds availability, as described in Contract Section E.3.
9.	<p>What Fax software and hardware configuration is currently in place within the Governor correspondence staff division?</p> <p>a. If so what software (e.g. Winfax, RightFax)?</p> <p>b. What Version?</p> <p>c. What hardware?</p> <p>d. Is there an integrated outbound fax requirement?</p>	<p>Currently, faxes are routed into an email account. The State has not selected any specific fax gateway product.</p> <p>[a] N/A</p> <p>[b] N/A</p> <p>[c] N/A</p> <p>[d] No.</p>
10.	<p>What PC configurations exist for currently defined user base of Governors Correspondence Staff?</p> <p>a. What is PC Configuration (Hardware)?</p>	[a] There are a variety of PC configurations currently used by the GCTS user base. Because a web-based, non-client server solution is required, the application

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	b. What software is available? (This is for clarification from vendors regarding the need to purchase further software like Microsoft Office etc)?	will be client independent. [b] This RFP is only for the procurement of GCTS software and the successful vendor will not be responsible for supplying desktop software.
11.	What network infrastructure will the proposed system be deployed on? a. Will all end users be connected to the LAN? b. If so can you share physical diagrams? c. Are users dialing up? d. Are users going to be disconnected and therefore is there a need for remote users?	The GCTS will be accessible via the State Intranet on the State Wide Area Network. Because a web-based, non-client server solution is required, the application will be transport independent. [a] Possibly not. [b] We don't have a physical diagram available for this project. [c] Possibly. [d] Users may have the need to access the GCTS from locations outside the Tennessee State Capitol Complex.
12.	Will the State be providing technical support staff or at least making them available for the installation and implementation stages of the project?	State technical support staff will be available throughout the project. They will be available to assist in a support role but they will not be responsible for performing the Contractor's tasks as described in Contract Section A.2.
13.	Does the state have a Data Cleansing software package? a. If not i. Is this requirement budgeted for? ii. Does the state outsource this at the moment? iii. If so, to whom? What software packages are used? iv. Does the state want the proposed solution to incorporate purchasing of Data Cleansing software? b. If so i. Will this be available clean appropriate data before loading into the new system? ii. Is cost of using this software going to be charged to successful vendor?	This question does not reference a specific GCTS requirement, which makes it difficult to answer. The RFP does not have a Data Cleansing requirement, nor a data conversion requirement. Contract Attachment B, Ref # 308.00 is the only requirement for capturing information prior to GCTS implementation.
14.	Does the state have Post code/Zip Code verification software? a. If not i. Is this requirement budgeted for? ii. Does the state outsource this at the moment? iii. If so, to whom? What software packages are used? iv. Does the state want the proposed solution to incorporate purchasing of Data Cleansing software? b. If so i. What is the Post Code/Zip Code Verification software? QAS, GroupOne, Firstlogic, other, please name.	This question does not reference a specific GCTS requirement, which makes it difficult to answer. If the requirement intended is Contract Attachment B, Ref # 511.00, then the State has the United States Postal Service City-State file. This file can be provided (at no cost) to the successful vendor for use in populating system tables. If the requirement intended is Contract Attachment B, Ref # 316.00, see the attached RFP Amendment removing this requirement (RFP Amendment 1; Items 1, 2, and 3). Taking the above responses into account, if the vendor's solution still requires the use of additional third-party software in order to meet the State's requirements, the

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	ii. Will this be available to standardize zip code data before loading into the new system? iii. Is cost of using this software going to be charged to successful vendor?	vendor must include the cost of such software in the appropriate cost-component category in the vendor's Cost Proposal response on RFP Attachment 9.2. In this regard, see RFP Section 5.3.3: "proposed cost shall incorporate <u>all</u> cost for the proposed scope of services. . . ." Also, any such software must be described in response to RFP Section 5.2.4.6.
15.	After initial loads will there be an ongoing requirement for REAL TIME Name, Address and ZIP CODE cleansing and verification? a. If so i. Is this requirement budgeted for? ii. Does the state want the proposed solution to incorporate the cost of purchasing this software?	There is no ongoing cleansing and verification requirement, except as stated in Contract Attachment B, Ref # 511.00.
16.	Is the Governors Correspondence staff going to outsource bulk mailings? a. If so, what are the desired data outputs? b. Can you give expanded description and an example of what is desired per Ref # 315 within Attachment B. (For example Governors correspondence staff want to perform outbound mailings (Campaigns) to all constituents who had contacted the governors office regarding Unemployment Insurance) c. How many bulk mailings are performed per month? d. Is there a need for multi-wave, multi-stage mailings? e. What type of mailings? (Letters, mailing inserts, flyers, invitations etc.) f. How many individuals within governor's correspondence staff would be responsible for bulk mailings? (i.e. how many people would be allowed to design a bulk mailing campaign)	This is not a requirement of this RFP. a. N/A b. Yours is a representative example. The selection of constituents in your example could be statewide or limited to select counties. The requirement may be to perform a mail merge into a template letter or to print labels only. The Staff may want to print copies of the imaged incoming letters associated with each constituent in the selection. c. This varies based on need. d. No. e. Generally, this type mailing will be a letter but if the request is for labels, then it could be any form mailing. f. This is undetermined.
17.	FileNET integration – How many Governors correspondence users will have access to FileNET system?	All GCTS users will have access via the application to the images stored on the FileNet system.
18.	Please clarify Ref # 544 within Attachment B. Ref # 544 states: <i>If selected value for contact description is "Mayor," the user can select from a list of related cities in Tennessee. (Contract Attachment E)</i> Contract Attachment E is a "LIST NAMES FOR CONTACT DESCRIPTIONS" NOT a list of related cities	Contract Attachment E is not intended as an all-inclusive list, and does not include a list of cities. Attachment E is intended to represent typical Contact Types and Descriptions, one of which could be "Mayor." Contract Attachment B, Ref # 304.00, states that an administrative user must have the capability to add to this list; for example, adding "Mayor," and "City" data, as required.
19.	In Attachment F – USE CASES examples of expected Workflow, Web Forms section. Are there current "Web Forms" on the existing state portal that allow for these constituent requests?	There currently aren't any web forms deployed on the State's portal. It is not a requirement of this RFP for the successful vendor to provide that functionality. For purposes of the demonstration, if the solution being

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	a. If so <ul style="list-style-type: none"> i. Is the new system to integrate with these? ii. How many forms will need to be integrated? iii. Please provide details or examples? (for costing purposes) b. If Not <ul style="list-style-type: none"> i. Is there a preferred technology that the state wishes to implement? ii. Is the intent to have a constituent self help capability? 	proposed does not include an interface with web forms, then consider this a manual input with a Correspondence Type (Contract Attachment C) of "Web Form".
20.	How many current records will be loaded into the new system?	This RFP does not have a data conversion requirement other than statistics per Contract Attachment B, Ref # 308.00. Typical monthly volumes of various contact types are identified in RFP Section 1.1.
	a. Provide breakdown of # of contact records, # of correspondence records, # of attachments etc	
21.	How many external systems will the GCTS have to integrate with?	All external integrations are defined in Contract Attachment A, GCTS Mandatory Technical Requirements.
	a. If possible provide description of system and type of integration (e.g. will have to interface with master contact database (Oracle) passing high level name and address information)	
22.	Please clarify Ref # 311 within Attachment B. Ref # 311 states: <i>Automatically generate standard, electronic response for some correspondence types (Contract Attachment C), as defined by administrative user, with ability to modify the automatic response, if desired. (i.e., form letters, certificates)</i>	a. This could be either.
	a. Do these automatic responses need to be suggested to the user or can they choose from a menu?	Most automatically generated responses will be determined by subject category and sub-category (Contract Attachment D) per Contract Attachment B, Ref # 209.00 requirement.

RFP Amendment 1

- In Contract Attachment B, delete Reference # 316.00 in its entirety and replace it with the following:

316.00	THIS REQUIREMENT DELETED.	N/A	N/A	N/A	
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- In Contract Attachment B, delete last row of table, labeled "POSSIBLE SYSTEM FUNCTIONALITY RAW SCORE," in its entirety and replace it with the following:

POSSIBLE SYSTEM FUNCTIONALITY RAW SCORE	793
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3. Delete RFP Attachment 9.3 in its entirety, and replace it with the Attachment 9.3 on the following pages:

ATTACHMENT 9.3**TECHNICAL PROPOSAL EVALUATION FORMAT****RFP # 317.03-108****Proposer Name****Evaluator****Date**

PROPOSAL EVALUATIONS CATEGORY (AND RELATED CRITERIA)	SCORE
<u>General Proposer Qualifications and Experience (Maximum Points: 20)</u> <ul style="list-style-type: none"> - Proposer's background including an organizational history; mergers, acquisitions, and sales - Years in business - Location of offices - Pending litigation against the Proposer - bankruptcy or insolvency proceedings - customer references for three completed projects that are similar to the State's requirements - performance of current contractual relationships with the State of Tennessee or those completed within the previous five year period 	
<u>Technical Approach (Maximum Points: 15)</u> <ul style="list-style-type: none"> - Software history - Current or future plans for software - Software licensing requirements - Media on which software will be delivered - Recommended installation procedure - Technical environment and deployment strategy - Process used to tailor the system - Description of how technical support will be provided 	
<u>System Functionality (Maximum Points: 15)</u> <ul style="list-style-type: none"> - Transcribe the Proposer's "System Functionality Raw Score" from Contract Attachment B, <i>GCTS Business Requirements</i>, and use the following formula to determine System Functionality Score (calculations shall result in numbers rounded to two decimal places): <div style="display: flex; align-items: center; margin-top: 10px;"> <div style="flex: 1;"> $\frac{\text{Proposer's System Functionality Raw Score}}{\text{Possible System Functionality Raw Score (793)}}$ </div> <div style="flex: 1; text-align: center;">X 15</div> </div>	

Software Demonstration (Maximum Points: 10)

- Phone Call: Case # 1
- Phone Call: Case # 2
- Phone Call: Case # 3
- Email: Case # 1
- Email: Case # 2
- Email: Case # 3
- Web Forms: Case # 1
- Web Forms: Case # 2
- Web Forms: Case # 3
- Letters/Faxes: Case # 1
- Letters/Faxes: Case # 2
- Gifts: Case # 1
- Gifts: Case # 2
- Reports: Case # 1
- Reports: Case # 2
- Mass Contacts: Case # 1
- Proposed time line
- Supplemental written materials, product documentation, and samples of reports, if applicable

TOTAL TECHNICAL PROPOSAL SCORE: